



## Letter of Recommendation for Sherry Scott

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I would personally like to include the following benefits for consideration to extend Sherry Scott's contract as a contributor uniquely to the "resizing" initiative within the Knowledge Community team but also more broadly, relative to the future requirements her unique skill sets would benefit the KC organization, they include:

- Knowledge of Salesforce Communities (Publishing skills)
- Lead editor of Resizing initiative – providing key recommendations in design/development
- Management/Leadership skills, including metrics and organizational skills
- Experience over past 10 months with resizing FedEx related content
  - Initiative has reached half-way point – completing approximately 81 Parent/Primary articles
    - Note: Reconciling Broken Links is also a significant element of the project which has yet to begin
  - Anticipate, given sample of work, that we can expect the remaining work (90 parent/Primary articles) to consume approximately another 8-10 months (including resizing as well as reconciliation of links)
  - Without Sherry's contribution/continued role, initiative would be at risk for completion
- Professionalism – Sherry exhibits the highest levels of expertise/knowledge of the KC system and as an editor/publisher
- Character – Sherry also along with professionalism, can be trusted, and continually displays the highest degree of dedication/and work ethic to this project
- Personal Note:
  - Working with Sherry is an absolute pleasure and an absolute asset to not only to this project but to FedEx. Her style is collaborative and has the best interest of the success of the project as her top priority
- Impact:
  - Initial impact, both in theory and principle as well as early feedback from our CS Reps of resized articles is positive with respect to "targeted" search results along with only information contained that is associated with a Topic. It is making it "easier" for reps to get to pertinent information allowing the rep to access necessary information faster and providing the caller with reliable information.
  - Secondly and critical to our future state of integrated knowledge in a SF desktop will be its content...We in many regards are creating smaller/"bite" sized pieces of content that will very likely be transferable in this new and integrated (guided flow) platform

I am sure I may have missed (and likely have), not only key points regarding the justification of extending Sherry's contract but have presented the importance of the relationship of extending her contract and



the success of this important initiative for Customer Service and our customers – both internal and external.

If any further information may be required in support and justification of extending Sherry's contract, please advise.

Respectively,

Bob Young - Learning Program Advisor  
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